



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
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DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

INFORMATIONAL LETTER NO. 740

August 19, 2008

TO: Iowa Medicaid Remedial Services, Local Education Agency and
Area Education Agency Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise

SUBJECT: Quality Issues

This letter is being issued to clarify the role of the Remedial Services Provider while working with the Medicaid member when the member is in a school setting. Recent service delivery issues have been identified and brought to the attention of the Department by personnel of local school districts. The issues that have been identified are communication and coordination of Remedial services with schools, confidentiality, and appropriate use of the school facility for services.

Authorization of Remedial services is not specific to a setting. By definition, Remedial services are to be provided in locations most appropriate to meet the needs of the member. Services are not to be provided in the school for the convenience of the provider.

When Remedial services are provided in the school setting during regularly scheduled school hours, the services must be coordinated with school personnel. This coordination assures that the Remedial services do not conflict with the member's school schedule, the member's educational goals, or school policies and procedures for outside agencies working within the school. Many schools have established policies and procedures for the safety of the student, e.g., signing out of class, taking a student off school grounds, parental permission, etc. The Remedial provider must follow all school policies. The school is free to refuse permission for the Remedial provider to use their facility for service.

It has also been noted that Remedial providers often do not have private areas of the school in which to work with the members. As such, services are being provided on the playground, in classrooms, school hallways or stairwells or other public areas of the school, all of which are not appropriate places of service. It must be noted, as with all services, that HIPAA guidelines must be adhered to and confidentiality of the member is to be addressed at all times.

The schools have stated that they have seen the benefits of Remedial services to children, but the school environment may or may not be an appropriate service location. The key to future success will be in coordinating the services with the school personnel and assuring the child's privacy.

The IME appreciates your partnership as we work together to serve the needs of the Iowa Medicaid members. If you have any questions, please contact IME Provider Services at 1-800-338-7909 or locally (in Des Moines) at 725-1004. You can also contact IME by e-mail at imeproviderservices@dhs.state.ia.us.